

<b>SCRUTINY COMMISSION FOR HEALTH ISSUES</b>	<b>Agenda Item No. 7</b>
<b>13 SEPTEMBER 2011</b>	<b>Public Report</b>

**Report of Director of Communications and Patient Experience, Jessica Bawden, NHS Peterborough**

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**INTERIM REPORT ON OUTCOME OF THE CONSULTATION FOR PRIMARY AND URGENT CARE SERVICES**

**1. PURPOSE**

1.1 This paper is an interim summary paper to brief the members of the Scrutiny Commission on NHS Peterborough's Primary and Urgent Care Strategy consultation and responses received. The formal responses to consultation are currently being analysed by MRUK research and NHS Peterborough and a full update will be available for Scrutiny Commission members on 9 September and for discussion with the Commission on 13 September as agreed with the Chair. We are grateful for the Commission in understanding the time constraints in analysing the responses and producing a report and full recommendations and for allowing additional time for a full report to be produced.

**2. RECOMMENDATIONS**

2.1 To note this interim paper and that a full report will be available on 9 September for further discussion on 13 September.

To note that the contents of the paper provided on 9 September will include the following:

- Full details of the consultation process
- Consultation responses, including the full report from MRUK Research
- Key themes from the formal responses, meetings and petitions
- NHS Peterborough's responses to the key themes and questions raised
- Urgent Care analysis and conclusions
- Primary Care analysis and conclusions
- Provisional recommendations to the Board following consultation
- Provisional implementation timetable

**3. LINKS TO THE SUSTAINABLE COMMUNITY STRATEGY**

3.1 The strategy is an important part of NHS Peterborough's work to

- Reduce Health Inequalities
- Ensure GP practices meet Care Quality Commission standards
- Improve access to primary care
- Reduce A&E waiting times
- Meet its financial duties

**4. BACKGROUND**

4.1 Following extensive pre-consultation with key stakeholders, NHS Peterborough began a formal public consultation on 18 May 2011. This ran until 18 August 2011.

4.2 **Documentation and communication**

At the beginning of the consultation, NHS Peterborough sent out approximately 30,000 letters. We wrote to all registered patients at the GP practices that were affected by this consultation informing them that we were starting the consultation and inviting them to attend a range of public meetings to discuss how the consultation options could affect their GP practice.

Throughout the consultation, NHS Peterborough distributed 10,000 consultation documents and 250 posters to libraries, GP practices, pharmacies, dentists and other community locations. We sent consultation documents to all of our key stakeholders along with a letter offering to attend their meetings should they require it. Our detailed business case was also available on the website

NHS Peterborough also sent out consultation documents to individuals who contacted us, as well as supplying documents at public meetings.

Requests were received from GP practices and individuals for the document to be translated into other languages. In order to facilitate this we developed a consultation summary document and had this translated into Czech, Kurdish, Lithuanian, Polish, Portuguese and Urdu. We also translated the response form into these languages so that people could respond to the consultation in their own language. 1000 of each of these translations were distributed to all GP practices and were available at all of the public meetings. We also had a facility for people to talk through the consultation document with a translator and translators were provided at the two Town Hall public meetings and on request.

We developed an easy-read version with pictures to enable people with learning disabilities to respond to the consultation. This was distributed through the Learning Disability Partnership Board network as well as the Carers network.

We also had requests for the document in Text Rich and HTML versions, as well as larger print versions for people who were either blind or had a visual impairment. We also read out the document with people who found this easier.

All of the consultation documents including the translations, alternative formats (where appropriate), summaries and supporting business case were available on our website from their print date to the end of the consultation.

Alongside the distribution of the documents, we also arranged 8 public meetings. These were spread across the city in areas that were mentioned in the consultation document as being affected by change. These meetings were well attended and raised a variety of issues and viewpoints that are being considered as part of our response to consultation, which will be presented to the NHS Peterborough Board.

#### **4.3 Public consultation meetings organised by NHS Peterborough**

25 May	Gladstone Park Community Centre (Central Ward)
26 May	St John's School, Orton Goldhay
6 June	Parnwell Primary School
7 June	Hampton Vale Primary School
30 June	Town Hall, Bridge Street, (City Centre) afternoon meeting
30 June	Town Hall, Bridge Street, (City Centre) evening meeting
6 July	Queen's Drive Infants School (Park Ward)
18 July	Dogsthorpe Infants School

We recorded a total of 320 attendances at our public meetings. Some people attended all of the public meetings to give their viewpoint.

#### **4.4 Meetings attended by NHS Peterborough as part of the consultation**

As well as arranging these public meetings, NHS Peterborough arranged to attend 17 meetings to discuss the consultation further. We were also invited to attend other meetings by groups of people who wanted to discuss the consultation with us in detail.

19 May	Dogsthorpe Residents Association AGM
14 June	Scrutiny Commission for Health Issues
14 June	Borderline Patients Forum
16 June	Central and North Neighbourhood meeting
16 June	Peterborough Emergency Care Network
21 June	Orton with Hampton Neighbourhood meeting
21 June	Peterborough Local Involvement Network (LINK)
22 June	North Neighbourhood meeting
28 June	Stanground and Woodston Neighbourhood meeting
27 June	Scrutiny Commission for Health Issues
7 July	Walk-in Centre staff meeting
7 July	Rural North Neighbourhood meeting
11 July	Clifton Court Coffee Morning (informal meeting)
14 July	Walk-in Centre staff meeting
14 July	NHS Public Consultation Forum
27 July	Senior Citizens' Forum

## 5. KEY ISSUES

- 5.1 Set out below are the responses that we received. NHS Peterborough is delighted by the way that the public, patients and staff affected have engaged in this consultation. MRUK and NHS Peterborough are in the process of analysing these responses in order to inform the recommendations that will be given to the NHS Peterborough Board to consider on 21 September and to present to the Scrutiny Commission on 13 September.
- 5.2 Attached to the consultation document, available online and in translation was a response form prepared with the advice of MRUK research. NHS Peterborough received 384 completed responses in this format. Analysis of this data is in progress and will be presented to Scrutiny in the paper on 9 September.
- 5.3 In addition to these questionnaire responses, we received a number of consultation responses in other ways.

- 34 E-mails
- 71 Telephone calls
- 15 Letters
- 13 Formal responses from organisations or groups
- 9 Petitions and local campaigns

The petitions and local campaigns received around 9000 total signatures. Details by campaign below.

Title	Number
<b>Supporting Developments</b>	
North Street – support for new premises	2588
63 Lincoln Road – support for new premises	1351
Hampton – support for extended/new premises	169
<b>Supporting new option</b>	
Supporting Burghley Road and Church Walk service merging and moving to the Healthy Living Centre	715
<b>Opposing closure</b>	
Alma Road Primary Care Centre Patient Participation and Action Group – Keep Alma Road surgery open	2310*
Pavillion Residents opposing closure of Alma Road	19

Residents of Parnwell opposing closure of Parnwell Health Centre	327
Parnwell Residents Association – Save Our Surgery	248
Orton Medical Practice – opposing closure of Orton Medical Practice	1347

\*plus 149 online voting button opposing closure, 229 responses to letters campaign.

5.4 We also received formal written responses from the following elected representatives and organisations (some organisations responded using the questionnaires, which are being analysed):

*Stewart Jackson MP  
Shailesh Vara MP  
Councillor John Peach*

*Peterborough LINK  
Ailsworth Medical Centre Patients' Group*

*Cambridgeshire Local Medical Committee  
Cambridgeshire and Peterborough Local Pharmaceutical Committee  
First Health  
North Street  
63 Lincoln Road  
3Well Medical*

*Peterborough and Stamford Hospitals NHS Foundation Trust  
Cambridgeshire Community Services*

These letters will be published in the full response available for members of the Commission on 9 September. Themes from all the responses will also be published on 9 September.

## 6. NEXT STEPS

6.1 The Scrutiny Commission is asked to note this early report on the number and range of responses and to note that a full paper will be provided on 9 September as detailed above.